HQ USAREUR G6 Knowledge Management Portal Strategy

Will Cladd
HQ USAREUR G6
Knowledge Management Branch

Overview

- USAREUR G6's Three-Phased Approach
- Portal Goals
- Portal Design
- Information Categories
- Business Processes
- Sharing Methodology
- Relationship to AKO
- Way Ahead

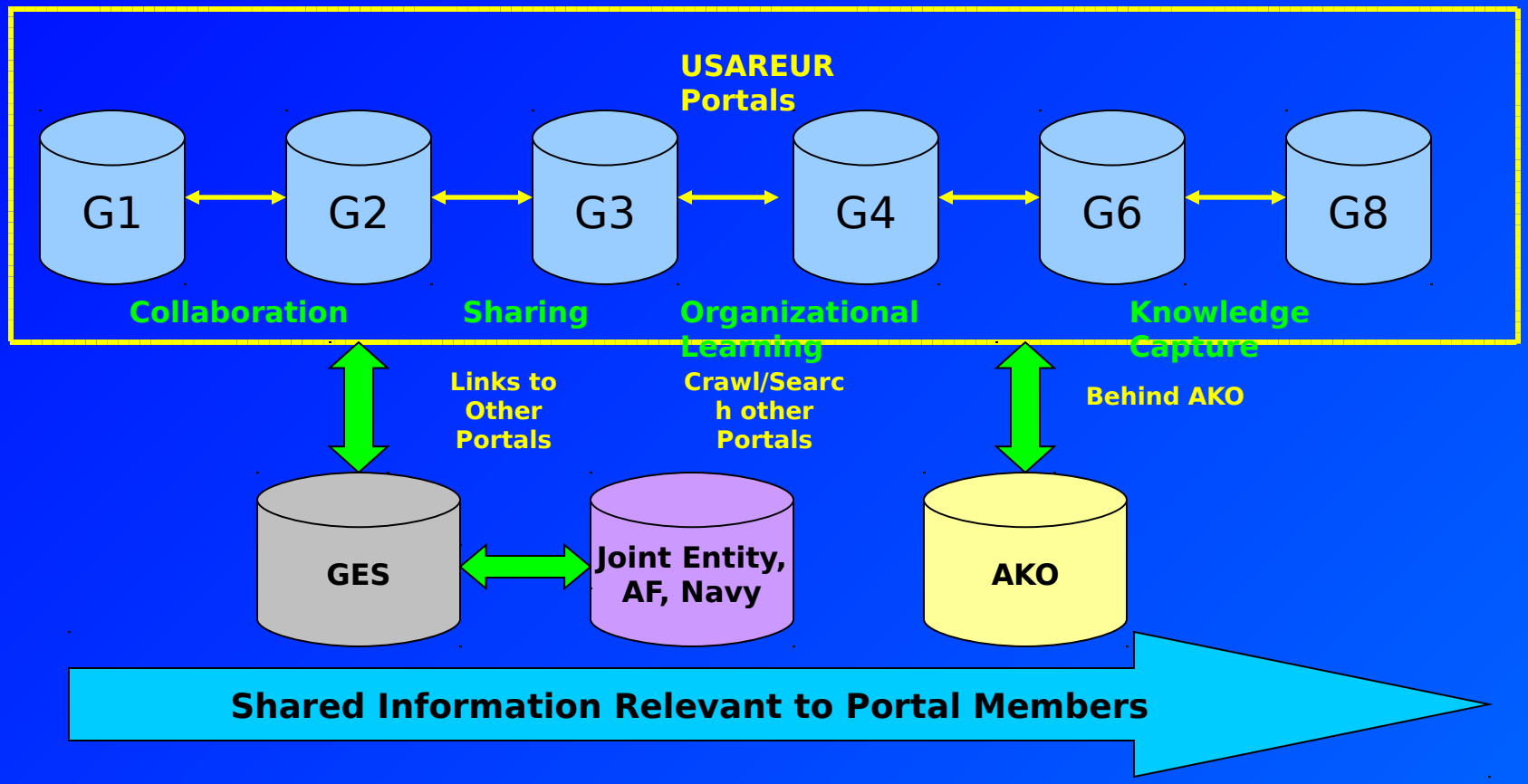
USAREUR G6's Three-Phased Approach

- Phase 1: Fully Developed Portal for G6 by end of FY 05
- Phase 2: Extend Collaboration Capability to USAREUR Staff by end of FY 06
- Phase 3: Extend Collaboration Capability USAREUR-wide by end of FY 07

Portal Goals

- Action Officer Centric
- Capture Tacit Knowledge
- Automate Business Processes
- Leverage Organizational Knowledge
- Share Information Both Internally and Horizontally Across Enterprise
- Improve Efficiency
- Reduce Duplication of Effort
- Promote Information Integrity
- Re-use Existing Knowledge
- Promote a Learning Organization

Portal Goals (Continued)

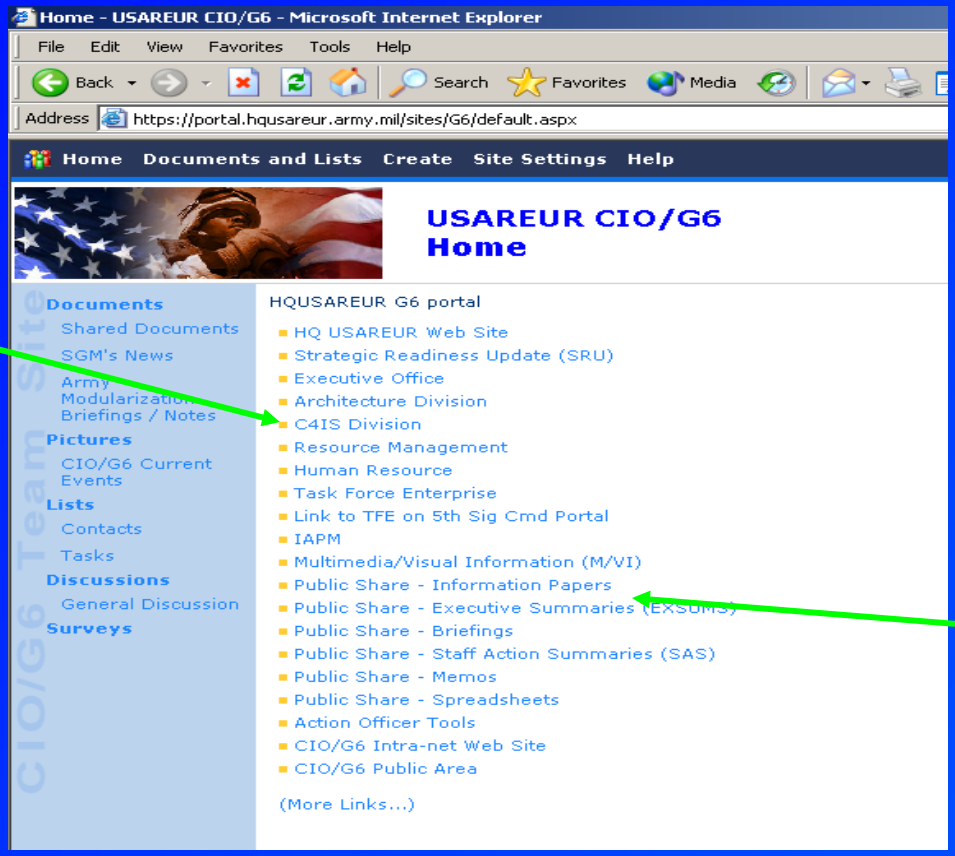


Portal Design

- Top Level
  - Logical Grouping of Information by Team Site (Taxonomy)
  - Grouping of Informational Products
  - Approved Information Shared Enterprise-Wide
- Team Level
  - Each Division/Branch in the Organization is a Team
  - Work-Level Folders Grouped by Information Category
  - Team Members Contribute Relevant Information
  - Information Visible to Team Members Only
  - Information Reviewed By Content Manager
  - Approved Information Published to Top Level Portal Area and Visible Enterprise-Wide

Portal Design (Continued)

Team Sites

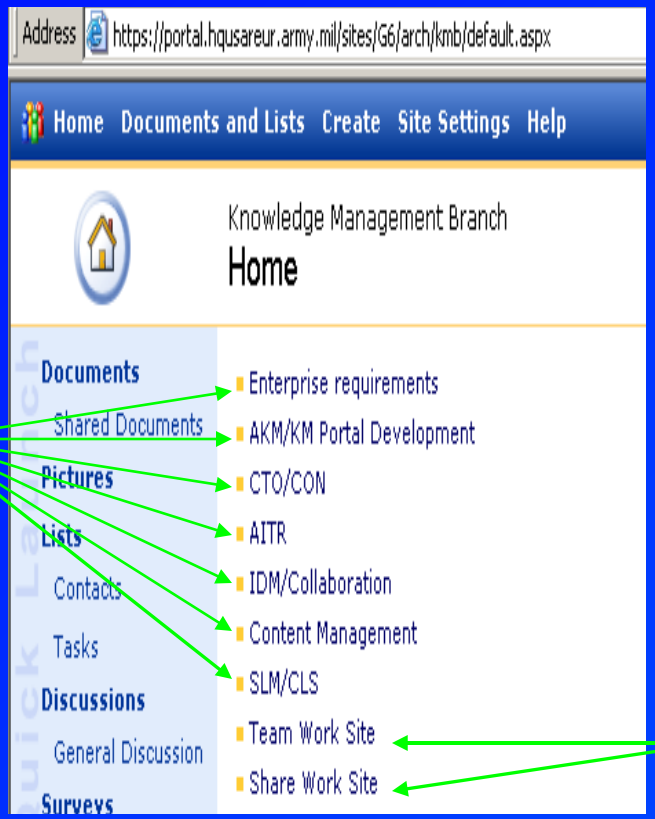


Informationa

Products

Portal Design (Continued)

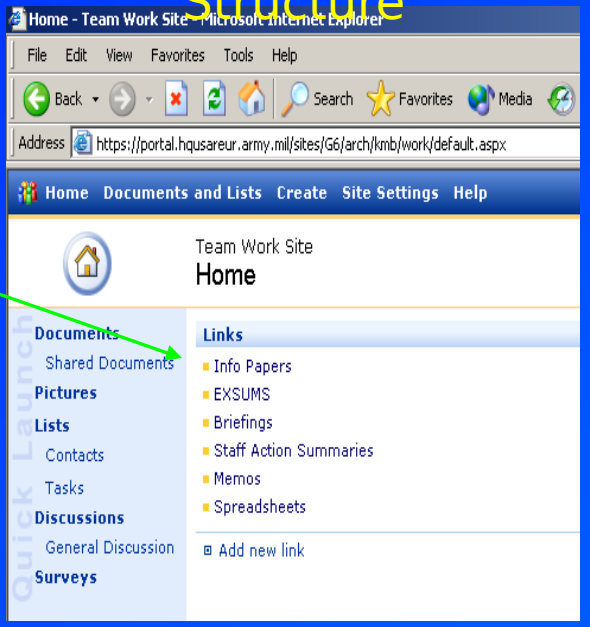
Team Site



Team Functional Areas

Team/Share Work Site Structure

Grouped by Informational Product



These folders are in each portal Team Site

Information Categories

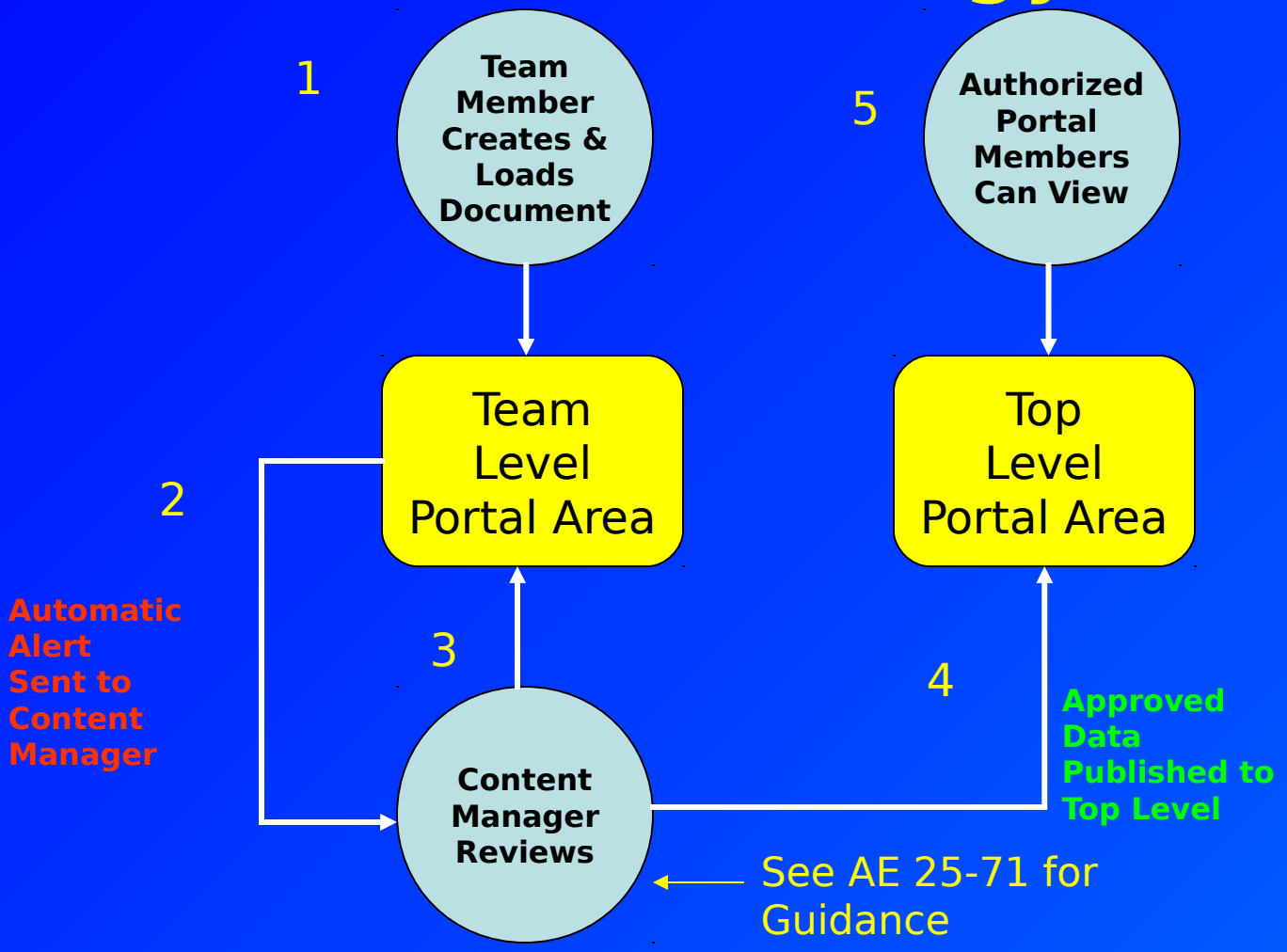
- Information Papers
- Executive Summaries
- Briefings
- Memos
- Spreadsheets

"A Few Examples of Informational Products That Capture Tacit Knowledge and Can be Re-Used!"

Business Processes

- Document Staffing (Workflow)
- Document Review and Comment
- Task Assignment and Control
- Document Collaboration

Sharing Methodology



Relationship to AKO

- Not intended to replace AKO but to supplement it
- USAREUR Portal will be “Behind AKO” based on the following criteria:
  - Web-enabled
  - AKO Linked
  - AKO Single Sign-on Enabled
  - Listed in AKO Directory of Applications
  - Displays AKO Logo

Way Ahead

- Train Users on Portal Use and Knowledge Management Concepts
- Continue to Improve Taxonomy
- Enhance Search with Meta Data Tagging
- Continue to Populate Portal
- Encourage & Reward Knowledge Sharing
- Monitor User Feedback
- Continue to Improve Informational Products